

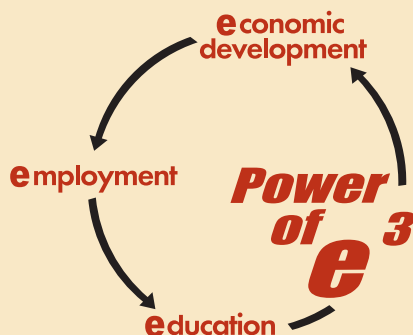


High Growth INDUSTRY PROFILE

Industry Snapshot

Growth Pattern

- The high growth sectors of the hospitality industry consist of accommodation and food services.
- The Gross Domestic Product (GDP) for accommodation in 2001 was \$88.4 billion, a 0.9% share of the national total. GDP figures are unavailable for the food services industry.
- Employment in the accommodation and food services industries is predicted to grow 18% between 2002 and 2012, adding more than 1.6 million new jobs. (U.S. Bureau of Labor Statistics)
- The diverse range of activities offered by this industry provides excellent job opportunities for people with varied skills and educational backgrounds. Jobs will be plentiful for first-time job seekers, senior citizens, and those seeking part-time or alternative work schedules. (U.S. Bureau of Labor Statistics)



Occupational Outlook

The following table presents a sample of the occupations expected to add jobs in the accommodation and food services sectors:

Hospitality-Related Occupations	Number Employed 2002 (000's)	Number Employed 2012 (000's)	Numeric Change (000's)	Change %	2002 Median Annual Earnings	Postsecondary Education & Training
Food service managers	386	430	44	11.5%	\$35,790	Work experience in a related occupation
Lodging managers	69	73	4	6.6%	\$33,970	Work experience in a related occupation
First-line supervisors/managers of food preparation and serving workers	692	800	108	15.5%	\$19,710 to \$27,380	Work experience in a related occupation
Hotel, motel, and resort desk clerks	178	220	42	23.9%	\$17,370	Short-term on-the-job training
Restaurant cooks	1,986	2,160	174	8.8%	\$9.16 (hourly)	Work experience in a related occupation
Food preparation workers	850	1,022	172	20.2%	\$16,330	Short-term on-the-job training
Combined food preparation and serving workers, including fast food	1,990	2,444	454	22.8%	\$14,500	Short-term on-the-job training
Waiters and waitresses	2,097	2,464	367	17.5%	\$14,150	Short-term on-the-job training

For a complete list of occupations in the hospitality industry, visit the U.S. Bureau of Labor Statistics Employment Projections Web page at www.bls.gov/emp/home.htm.

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ypes of Jobs Created

Part-time vs. Full-time:

- Of the 8,740,000 total workers employed in the accommodation and food services industry in 2003, 5,343,000 work full-time (61%), while 3,397,000 work part-time (39%). (U.S. Bureau of Labor Statistics, 2003 Current Population Survey)

Skill Sets:

(Source: U.S. Bureau of Labor Statistics, 2004-05 Career Guide to Industries)

- Entry-level jobs in the hospitality industry are attractive because they can offer flexible hours (two out of five workers in food services and drinking places are employed part-time, more than twice the average across all industries) and often do not require prior experience. Training is generally brief in duration and no specific educational background is necessary.
- Training for food service managers is available through industry-sponsored seminars; short-term, subject-specific certificate programs; or Associate and Bachelor's degree programs in management.
- A certification in hospitality management can be obtained through an 18-month training course or a 4-year specialized Bachelor's degree.



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orkforce Issues

The overarching hospitality workforce issues are retention, recruitment, education, and training. The following workforce issues have been gathered directly from senior executives within the hospitality industry:

- A large percentage of workers within the hospitality industry are non-English speaking. There is a need to identify and implement solutions to the workplace diversity issues that result from this type of workforce, e.g., facilitating English as the primary language in the workplace, coupled with workplace skills.
- Historically, employment within the restaurant/food service and the accommodation industries has been seen as low wage, offering little opportunities for career advancement. Industry leaders have suggested that there is a need to promote positive images of the hospitality industry, particularly throughout the community college system, and to further develop partnerships with community colleges so curriculum development incorporates industry standards.
- Due to the high employee turnover rate within the hospitality industry, employers need to focus their human resources outreach efforts towards alternative sources of labor such as transitioning military and military spouses, older workers, etc.



What is the High Growth Job Training Initiative?

The President's High Growth Job Training Initiative, as implemented by the U.S. Department of Labor's Employment and Training Administration, is designed to provide national leadership for a demand-driven workforce system that ensures no worker is left behind. It is a strategic effort to prepare workers to take advantage of new and increasing job opportunities in high growth/high demand and economically vital industries and sectors of the American economy. The initiative is designed to ensure that worker training and career development resources in the public workforce system are targeted to helping workers gain the skills and competencies they need to obtain jobs and build successful careers in these industries.

The foundation of this initiative is partnerships that include the public workforce system, business and industry, education and training providers, and economic development working together to develop solutions to the workforce challenges facing these industries and to develop maximum access for American workers to gain the competencies they need to get good jobs in these industries.

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High Growth Job Training Initiative

In its efforts to meet the workforce demands of the 21st century economy, the U.S. Department of Labor's Employment and Training Administration (ETA) is conducting forums with various targeted high growth industries.

The Executive Forums are opportunities for senior industry executives to communicate the critical workforce issues facing their industry.

Hospitality Industry Executive Forum

ETA conducted a Hospitality Industry Executive Forum in Key Biscayne, Florida, on January 10, 2004. The individuals attending the forum represented 25 restaurant industry organizations, including:

- The Bacin Group Restaurants
- Buca, Inc.
- Carmen Anthony Restaurant Group
- Classic Restaurant Concepts
- Compass Group, North America
- The Culinary Institute of America, Culinary Innovations, LLC & Master Chef Associates
- Darden Restaurants, Inc.
- Famous Dave of America, Inc.
- Golden Corral Corporation
- "Guest" Food Service
- Hampshire House Corporation
- Harman Management Corporation
- Harry's Savoy Grill & Ballroom
- Metz & Associates, Ltd.
- National Restaurant Association
- National Restaurant Association Educational Foundation
- The Naylor Establishment
- Pond Hill Joint Venture
- R & M Food Services
- Rich's Products Corporation
- Ristorante I Ricchi
- Sammy's
- Sellers Marketing Group, Inc.
- Sodexho, Inc.
- Viad Corporation

Background & Next Steps

ETA is addressing the workforce issues of the hospitality industry from a national perspective by conducting Executive Forums with different sectors of the hospitality industry to gather relevant information from informed groups in a disciplined manner.

These forums will provide ETA and the public workforce system with the

opportunity to gain further understanding of the overall critical workforce needs of the industry. After meeting with industry leaders, ETA will develop and solidify strategic alliances with business, education, and workforce leaders who are proactively focused on the workforce issues confronting the hospitality industry and engage them in developing innovative approaches to address their needs.

ETA is partnering with employers and education providers to develop and model skills training solutions nationally that can be replicated and sustained throughout the state and local public workforce system. These approaches will help ensure that workers have the right skills for the right jobs at the right time.

The ETA In Action

National Restaurant Association Educational Foundation (NRAEF) Hospitality Business Alliance (HBA)/ProStart School-to-Career Program

Challenge

While the restaurant sector is the cornerstone of the American economy and serves as the economic backbone of many local communities, it faces significant challenges in employee recruitment, training, and retention. Lack of awareness about restaurant career ladders, lack of industry-standard training and certification, high turnover, and significant language barriers among employees all pose severe challenges for restaurant employers.

Addressing the Challenge

In June 2002, the ETA awarded a 2-year, \$1,765,000 grant to the NRAEF for the HBA/ProStart School-to-Career Program. HBA's primary objective is to increase overall restaurant industry participation in the project while enhancing the quality of work experiences offered to targeted populations, increasing workers' productive careers in restaurants, and creating an economically stronger and more competitive industry. Using its funding from ETA and \$5.9 million in leveraged industry support, NRAEF is helping the industry attract, support, guide, train, and teach current and future workers. The HBA project cultivates new sources of talent for the industry through the creation of a national system of state hospitality partnerships, which are dedicated to the establishment of high school hospitality School-to-Career programs and industry mentoring programs that lead to an industry-recognized national certificate.

Sustainable Impact

NRAEF is ensuring the sustainability and impact of the HBA project through its support for industry-driven state hospitality partnerships nationwide. NRAEF is also linking the HBA programs with publicly funded workforce programs such as Job Corps and Registered Apprenticeship, further contributing to the impact and scope of the model. Through national articulation agreements with colleges offering hospitality education curricula, NRAEF is building and demonstrating wide opportunities for career advancement and growth in the hospitality sector.

For the most up-to-date information on ETA investments in workforce solutions for the hospitality industry, go to www.doleta.gov.



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dditional Resources

Online Tools

CareerOneStop
(www.CareerOneStop.org)

The CareerOneStop is a resource for businesses and job seekers. It contains links to America's Job Bank, America's Service Locator, and America's Career InfoNet.

www.careervoyages.gov
www.doleta.gov
www.doleta.gov/atels_bat
jobcorps.doleta.gov
www.onetcenter.org

Other Tools

Toll-Free Help Line
 1-877-US2-JOBS (1-877-872-5627)
 1-877-889-5627 (TTY)

The Toll-Free Help Line provides up-to-date information about the full range of workforce services for workers and businesses as well as answers to employment and training questions.

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ational Programs

Apprenticeship

There are a number of apprenticeship programs in the hospitality industry for chefs, restaurant personnel, casino personnel, housekeepers, groundskeepers and landscapers, among others. The apprenticeship training model combines related instruction and on-the-job learning with a strong mentoring component.

Job Corps

Job Corps offers hospitality training at seven centers across the country. Basics skills covered in the hospitality programs include folio management, front office operations, and cashiering procedures. In Program Year 2002, Job Corps graduated 201 students from these programs.

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ontact the BRG

For more information on the activities and services of the ETA's Business Relations Group (BRG), please contact:

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